

Title Team Leader	Department ASCH& PP	Post Ref.
Job Purpose <p>To support the Team Manager on a day to day basis to supervise and develop a team of Community Independence and Promoting Independence Worker, alongside Co-Production colleagues . To play a key role in developing the service and a commitment to continuous improvement. To promote the new Nott's enabling service positively, to develop, build and maintain close working relationships with colleagues and internal, external stakeholders.</p>		
Key Responsibilities <ol style="list-style-type: none"> 1. To Manage the day to day operations of the Nott's enabling service providing leadership support offering advice and guidance to staff, field workers, service users and external stakeholders and supervision to own staff in the team. To deputise in the manager's absence, ensuring that the service is running efficiently. Developing and setting up efficient systems and processes and reviewing these periodically, ensuring the team are meeting its objectives. 2. Responsible for screening all new incoming referrals to the service and completing risk assessments as appropriate. To allocate work to all staff and quality monitor completed referrals to ensure the team are meeting outcomes in accordance with agreed performance plans and procedures. Ensuring objectives, timelines, goals and targets are met. Inputting and updating a team spread sheet to evidence the savings being made and to monitor this to ensure the savings target is met. 	Key Accountabilities <ol style="list-style-type: none"> 1. To review the developmental needs of staff through regular supervision and EPDR's. To arrange inductions for new starter and training as appropriate for the different roles within the team. To update yourself on current issues within the context of the "Corporate Training and Development Policy". To lead on operational issues on a day to day basis. 2. To ensure that the employees you supervise are kept informed of and understand all policies relevant to their work. To have responsibility for staff welfare, guidance and support in conjunction with Personnel and other appropriate staff. To capture, store and accurately retrieve information to meet performance targets. 	

<p>3. To identify and develop the new service through regular operational liaison with relevant service areas. To identify any gaps in the service and seek solutions to resolve this.</p> <p>4. To promote the principles of choice and control, personalisation to ensure that service users can access and manage their own needs, risks and uncertainties. To build and maintain effective working relationships with service areas, stakeholders internal and external in order to develop the service and to ensure service delivery targets are met. To represent the team and attend meetings as appropriate.</p> <p>5. To lead on managing, co-ordinating any internal projects in relation to service improvement planning, staff engagement, process reviews, partnership working and service user engagement and feedback.</p> <p>6. To ensure that all referrals are handled professionally and efficiently, and the team provide an efficient service of a high standard.</p>	<p>3. Through the employees you supervise to implement and positively promote equal opportunities in service delivery and employment practices. To promote and deliver fair and quality services that are sensitive and responsive to customer needs.</p> <p>4. To work with computers, new technology and associated systems as required and support the employee(s) you supervise in its use. Ensuring that staff have relevant training in the IT systems they will be accessing. To capture, store and accurately retrieve information to meet performance targets. To engage and motivate staff to ensure service users' needs are met and the best outcomes are achieved.</p> <p>5. This job description indicates the main areas of activity of this post. From time to time, however, other tasks/duties may be required but these will fall within the general area of responsibility and grade of post. Any changes which are of a permanent nature will, following consultation with you, to be included in the job description in specific terms and will be formally issued to you.</p> <p>6. To be a skilled and professional communicator with the ability to interact well with people at all levels.</p>
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<p>7. To provide developmental opportunities and coaching of staff as part of their ongoing professional development. Offering operational support on a day to day basis. To deal with difficult customers / case enquiries / any complaints with a view to reaching an amicable solution.</p> <p>8. To ensure the delivery of a customer-focused service which reflects the standards set out in the Council plans and vision statements and adherence to individual Service Level Agreements.</p> <p>9. To ensure confidentiality of information by all team members in respect of all records maintained and tasks undertaken in line with agreed policy. This includes maintaining strict confidentiality in relation to personal information, which may become known within the course of daily work and enquiries.</p> <p>10. To prepare management information statistics including, success measures, team and individual performance, taking corrective action, as required, to ensure individual performance is monitored and addressed.</p> <p>To take an active role in Health and safety of staff, premises and systems. To ensure that there are sufficient trained first aiders to ratio of staff.</p> <p>11. To ensure, through effective and timely communication that all team members are kept abreast of service developments and organisational changes to ensure that accurate information advice is offered to service users.</p>	<p>To report on the team's success measures, savings targets by compiling regular updates and reports for the Manager.</p> <p>To disseminate information to all team members through regular team meetings, ASCH transformation newsletters and Team Talk about key changes in the organisation.</p> <p>To ensure that all staff are made aware of the council's policy around data protection and information sharing and attend any relevant training.</p> <p>To take responsibility for the Health and Safety of staff and the security of all premises and systems at beginning and end of the day in accordance with agreed procedures.</p>
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The post holder will perform any duty or task that is appropriate for the role described	

Person Specification	
<p>Education and Knowledge</p> <ol style="list-style-type: none"> 1. A good level of general education in particular Maths and English 2. Knowledge of a wide range of IT applications. 3. Knowledge of community care services within a health or social care setting. 4. Knowledge of current Adult Social Care and Health policy drivers, e.g. the Adult Care Strategy, Care Act 2014, Think Local Act Personal. 	<p>Personal skills and general competencies</p> <p>A high level of personal drive and commitment to excellent customer care and the ability to set an example for other staff members.</p> <p>Strong interpersonal skills to gain the agreement and acceptance of others including colleagues, senior managers and customers.</p> <p>Ability to make decisions and solve problems to meet operational targets, involving devising solutions and prioritising the resources available.</p> <p>Ability to meet agreed objectives and delivery targets by the effective use of resources.</p>
<p>Experience</p> <p>Experience of managing staff, supervision, and performance Management (min of 1 year). Experience of implementing effective performance standards to achieve these standards.</p> <p>Experience of MS Office software including Word, Excel.</p> <p>Experience of delivering staff training / coaching preparing and delivering presentations and training to staff of all levels.</p> <p>Experience of compiling reports, data analysis and using information to improve performance in the area of responsibility.</p> <p>Ability to establish, maintain and develop effective working relationships with internal and external stakeholders, service</p>	

areas, and colleagues. To be able to demonstrate the ability to remain calm and tactful in dealing with difficult situations.

Must have very well developed communication and listening skills with the ability to assimilate information and cascade this effectively to the team. Ability to prioritise workloads effectively to work methodically and to be highly organised.

Be able to demonstrate flexibility, taking on additional and varied work and the ability to work across NCC locations. Ability to work as part of a team and on own initiative.

Understanding of and commitment to Council policies relating to: Equal opportunities and diversity; Customer care; Health and safety.

Role Dimensions

1. Flexible participation in other team duties as designated by the line manager or supervisor.
2. To lead on supporting other members of the team in carrying out there work, other tasks include allocation of work and carrying out risk assessing for new referrals into the service.
3. Supervision responsibilities for Community Independence Workers and Promoting Independence Workers maximum of 10 staff.
4. To understand, maintain and apply current departmental policies to work requirements and disseminate this to staff members.
5. To take up opportunities for relevant training specific to the role and the staff that you supervise
6. Set up and contribute effectively towards development of new systems, and processes and ways of working.
7. Construct reports periodically for the manager and data on savings targets achieved.
8. Undertake and implement health and safety risk assessments in relation to staff and vulnerable adults.
9. Participation in team activities, e.g. case discussion, review of team work, and regular team meetings.
10. Set up systems and processes to support workflow both internally and externally.

Please attach a structure chart

Date 9.12.2016

Tier 7 – Experienced / Professional Staff